

## **COMPUTER-AIDED DISPATCHING TECHNICIAN**

(Competitive Class)

### **DISTINGUISHING FEATURES OF WORK**

Work in this class is highly technical requiring not only extensive knowledge, but a high degree of personal performance in the complete operation of two-way radio and computerized communications systems. He is responsible to the officer in charge of communications.

### **EXAMPLES OF WORK**

(Note: These examples listed below indicate only general types of work performed in this position and are not intended to restrict duties to those listed.)

Assist in the planning and development of operational criteria necessary to the function of a total police communications system.

Help to coordinate activities with other departmental units in order to obtain maximum efficiency from the communications system.

Assist in the training and evaluation of all new communications personnel and provide oral and written reports as requested.

Responsibility for seeing that all computer hardware and peripheral equipment is properly maintained and preventive maintenance programs are compiled with. This includes performance diagnostics on all computer components.

Maintain all computer records printout files and tape libraries. Provide security against unauthorized access to such files.

Maintain an inventory of all supplies essential to the function of the communication system. Submit supply requisitions as necessary in order to replenish stock.

Perform in a liaison role with repair facility personnel in order to assure quality control in the maintenance of all communications equipment.

Maintain and update, as necessary, operational procedure manuals, file indexes, emergency vehicle logs, maps and teletype message files.

Provide assistance, where necessary, for operators encountering some of the more difficult aspects of communications work.

**NECESSARY KNOWLEDGES, SKILLS AND ABILITIES**

A thorough working knowledge of police department organization, policies, operating procedures and methods.

A thorough working knowledge of city streets and areas, including geographical layout of operating districts and associated police problems.

Ability to exercise good judgment in making decisions in accordance with established procedures and guiding concepts used within the department and to maintain effective working relationships with personnel.

Ability to utilize to its maximum potential all equipment in the communications system.

An extensive knowledge and understanding of all subsystems within the framework of the communications system.

Considerable knowledge of elementary electronics theory, basic FCC rules and regulations and concepts involved in the installation and operation of two-way radio system.

A basic knowledge and understanding of computer architecture, input-output terminals, data transmission theory and programming applications.

**SPECIAL REQUIREMENTS**

Must be a qualified elector of the State of Louisiana;

Must be not less than 21 years of age;

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must have prior experience in the operation and maintenance of interdata Model 70 computer and Cathode Ray Terminal, or similar type of mini-computer system.

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